

Continuous Improvement Policy

POLICY CODE: QA4.4

Related Outcome Standard: 4.4

1. Purpose

This policy establishes Australian College of Management and Innovation's approach to continuous improvement by outlining how data is collected, analysed, and used to evaluate and enhance training and assessment practices, support services, governance systems, and compliance with regulatory requirements.

2. Legislative Background

Outcome 4 – Governance, Division 3 –Continuous Improvement, Standard 4.4, National Vocational Education and Training Regulator (Outcome Standards for NVR Registered Training Organisations) Instrument 2025 (Cth).

3. Scope

This policy applies to all:

- Staff members engaged in monitoring reviewing and implementing quality processes at Australian College of Management and Innovation.
- Trainers, assessors, and educational support staff employed or contracted by Australian College of Management and Innovation
- Staff responsible for recruitment, onboarding, and professional development
- Third-party providers delivering training and assessment on behalf of Australian College of Management and Innovation

4. Policy Statement

Australian College of Management and Innovation is committed to embedding a culture of continuous improvement across all levels of its operation. The organisation maintains robust mechanisms to monitor performance, review practices, and act on feedback. All improvements are evidence-based and aligned with compliance requirements, stakeholder expectations, and the goal of delivering quality training outcomes.

Continuous improvement at Australian College of Management and Innovation is data-driven, proactive, and transparent.

Australian College of Management and Innovation ensures that all organisational documentation—including policies, procedures, forms, and templates—is subject to strict version control protocols to maintain currency, accuracy, and compliance.

Version control supports the continuous improvement process by:

- **Tracking changes** made to documents over time;
- **Recording approvals** and authorisations for each revision;
- **Controlling distribution** to ensure only the most current version is in use;
- **Preventing unauthorised edits or outdated information** from being circulated.

All documents approved for operational use must display a version number, approval date, and authorising officer. Updates or amendments must be submitted through a **Continuous Improvement**

Form, reviewed by relevant personnel, and authorised by the **CEO or delegated authority** before implementation.

Document release, review, and replacement are managed centrally via Australian College of Management and Innovation's version-controlled folder system, and recorded in the **Continuous Improvement Register**.

5. Document Control

Document Code	QA 4.4
Version	1.0
Approval Date	1st July 2025
Review Date	1st Nov 2025
Approved By	CEO